

# STANDARD OPERATING PROCEDURES

## Customer Service Announcement

### Backup Procedures at ITE

Until April 2005 ITE Operations performed a quarterly back-up on every volume of disk storage. Two quarterly back-ups covering a period of six months were saved. During a review of the usage history it was determined that this function negatively impacts customers scheduling and up-time abilities. Historical data also showed that the quarterly back-ups were used less than five times in five years. From a disaster recovery standpoint, a quarterly backup would provide data that was three months old.

After careful analysis, ITE eliminated quarterly back-ups and replaced them with monthly back-ups of TSO data, batch data and GDG's (Generation Data Groups) on disk only. Six months of monthly backups will be vaulted. Customers will continue to be responsible for making arrangements to back up their own application disk and tape files.

The continuity of government initiative is an opportunity to review current storage backup requirements and identify new options for customers.

The benefits to our customers include:

- Fewer scheduling problems allowing the customers more up time
- More timely back-ups provide more current data in a recovery situation

The benefits to ITE include:

- Hardware resources that are rarely utilized, could be used more efficiently
- Staff time can be more productively utilized

ITE now operates a second mainframe data center at JFHQ with the capability of maintaining a live real-time copy of disk storage (referred to as mirroring). The JFHQ system can be used for backup without incurring any outages on the production system. If customers are interested in utilizing this new service, please contact Russ Rozinek to discuss options.